

People Manager

Organisation context

HILS is a charitable social enterprise established in 2007. HILS employs around 400 people and supports approximately 18,000 older and disabled people each year across Hertfordshire, Hampshire, and West Sussex. HILS' vision is that meals on wheels and preventative health and wellbeing services are available to anyone who needs support. HILS' teams deliver preventative, community-based services that enable people to remain healthy, independent, and living well in their own homes.

Role summary

The People Manager is a senior operational leadership role within HILS, responsible for the effective day-to-day delivery of HILS' People Strategy across the organisation, and ensuring HILS' people practices support safe, ethical, service delivery in environments supporting vulnerable adults.

Reporting to the Director of People, the People Manager leads the People Team and acts as the primary operational adviser to leaders and managers on all people-related matters, ensuring consistent, legally compliant, and values-led people practices across all HILS locations.

The People Manager translates people strategy into operational delivery, provides authoritative leadership on employee relations and workforce matters, and ensures that people systems, processes, and behaviours actively support organisational performance, sustainability, and culture.

Role outcomes and values

Every role and individual in HILS has a vital contribution to make to achieving HILS' charitable purposes and social and enterprise outcomes. The People Manager is expected to model HILS' values in their leadership practice and to promote a positive, inclusive, and caring culture across the organisation.

Outcomes

- Effective operational delivery of HILS' People Strategy, supporting organisational performance, compliance, and sustainability.
- High-quality, timely, and consistent people support for leaders and team members across all HILS services and locations.
- A well-led, capable People Team that delivers efficient, caring, and customer-focused services.
- Reduced people-related risk through proactive management of employee relations, workforce data, and compliance.
- A positive organisational culture where people feel supported, valued, and enabled to perform at their best.

Values

- We are caring and compassionate.
- We act with integrity.
- We go above and beyond.

Responsibilities

Operational

- Provide senior operational leadership for the People function, ensuring effective delivery of HR and people services across all locations.

- Lead, manage, and develop the People Team, setting clear expectations, providing regular supervision, and building professional capability.
- Ensure consistent application of people policies, procedures, and practices across the organisation, intervening decisively where standards are not met.
- Act as the primary operational point of escalation for people-related issues, working closely with the Director of People as required.

Employee relations and people risk

- Lead and oversee the management of complex employee relations cases, including disciplinary, grievance, redundancy, and appeal matters, ensuring outcomes are fair, timely, legally compliant, and aligned with HILS' values.
- Advise, support, and appropriately challenge leaders on people-related decisions, highlighting legal, reputational, or cultural risks and proposing practical solutions.
- Ensure appropriate use of external HR or legal advice where required, maintaining oversight of case quality and outcomes.
- Support organisational change activity from an operational people perspective, including restructures, workforce changes, and consultation processes.

People strategy delivery

- Work in close partnership with the Director of People to implement HILS' People Strategy, turning strategic objectives into effective operational plans.
- Provide insight into operational people issues, risks, and trends to inform strategic decision-making.
- Contribute to continuous improvement of people policies, systems, and practices in response to organisational growth, feedback, and legislative change.

Learning, development, and capability

- Ensure effective delivery and monitoring of corporate induction, mandatory training, and people capability development across the organisation.
- Provide assurance that training requirements are met and accurately recorded, and that leaders are supported to build effective, high-performing teams.
- Support the development of leadership capability by promoting good people management practice and compliant use of people processes.

Culture, wellbeing, and engagement

- Act as a visible role model for HILS' values and expected leadership behaviours.
- Provide positive and caring cultural leadership, supporting managers to foster inclusive, supportive, and respectful working environments.
- Oversee operational delivery of health, wellbeing, and engagement initiatives, monitoring organisational trends and feeding insight into policy and practice development.
- Address behaviours and practices that undermine a positive people experience or organisational culture.

Data, systems, and finance

- Ensure the effective operational use of HILS' HR systems, maintaining accurate, timely, and reliable people data across the employee lifecycle.

- Provide high-quality management information on workforce matters (including absence, turnover, ER activity, performance, and engagement) to support organisational decision-making.
- Manage People Team budgets and resources within agreed parameters, ensuring value for money and effective use of resources.
- Ensure compliance with data protection, confidentiality, and information governance requirements.

Important note:

This is not a complete statement of all duties and responsibilities of this post. The PM may be required to carry out other duties as directed by the DOP and other members of the Executive Team, the responsibility level of which should not exceed those outlined above.

Location, expectations, and commitments

- Permanent, full-time role (37.5 hours per week)
- Based at HILS' Letchworth site, with travel required to other HILS locations across Hertfordshire, Hampshire, and West Sussex dependent on business need
- Occasional evening, weekend, or on-call working may be required in line with business needs
- Line management responsibility for the People Team
- Reports to the Director of People

Candidate requirements

Essential

- Proven experience in a senior operational HR or people management role.
- CIPD Level 5 qualification or equivalent professional experience.
- Strong working knowledge of UK employment law and employee relations practice.
- Ability to manage complex and sensitive people issues with professionalism, judgement, and empathy.
- Demonstrable experience leading and managing HR or people teams.
- High level of integrity and ability to maintain confidentiality.
- Strong interpersonal and communication skills, with the confidence to advise and challenge leaders constructively.
- Ability to operate with a high degree of autonomy within an agreed strategic framework.
- Willingness and ability to travel regularly between organisational sites as required.

Desirable

- Experience within health, social care, or community-based organisation.
- Experience of supporting organisational change and workforce transition.
- Exposure to wellbeing, engagement, or organisational development initiatives.

Equal Opportunities Statement:

We do not discriminate against staff on the basis of their gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability, or age (protected characteristics). The principle of non-discrimination and equality of opportunity applies equally to the treatment of former staff, visitors, clients, customers, and suppliers by members of our current workforce.